



Service Description: Advanced Services – Fixed Price

Unified Computing – Pre-Production Pilot Service (ASF--ULT2-UCS-PP)

This document describes Advanced Services Fixed Price: Unified Computing – Pre-Production Pilot Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Cisco shall provide a Quote for Services (“Quote”) setting out the appropriate fee that shall be paid by you for the Services selected. Cisco shall provide the Unified Computing – Pre-Production Pilot Service described below as detailed on Purchase Order that references the purchaser’s email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Unified Computing – Pre-Production Pilot Service (LT-AS-UCS-PP)

Service Summary

Services are provided during Standard Business Hours, unless stated otherwise.

Unified Computing – Pre-Production Pilot

Cisco will configure up to one (1) Unified Computing System (UCS) which may include up to two (2) fabric

interconnects in a Customer environment at one (1) data center location. Cisco will provide an assessment, an analysis, and recommendations to deliver an optimized configuration of UCS. The intent is to verify that the Customer’s application(s) can operate within the new unified architecture.

Location of Services

Services are provided as Remote and/or On Site services at the Customer location as specified in the Quote for Services.

The Pre-Production Pilot Service includes no more than two (2) On Site visits over the course of the Services.

Cisco Responsibilities

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the project plan (“Project Plan”).
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Ensure completion of the Services and Deliverables as described under this service.
- Participate in regularly scheduled project review meetings or conference calls as required.
- Provide Deliverable: Project Plan.

Week One: UCS Design and Installation Validation

Use Case Workshop

An On Site Use Case Workshop, hosted for eight to ten (8-10) Customer stakeholders, will be conducted for up to one (1) Business Day.

- Work with Customer to determine the optimal implementation strategy for the UCS platform and application migration.
- Work with Customer to identify and select one (1) specific use case intended to showcase specific strategic, business and technical values of the UCS platform.
- Work with Customer to review and select up to three (3) applications targeted for migration onto the UCS platform.
- Document the information gathered and findings derived from the workshop in the use case plan ("Use Case Plan"). Information from the Use Case Plan will be integrated into the UCS design document ("Design Document") and reported in the executive summary ("Executive Summary").
- Provide Deliverable: Use Case Plan.

UCS Design

The UCS Design Document, which captures the UCS architectural design for up to eight (8) blade servers in either a virtualized or non-virtualized environment, will be developed. The UCS architectural design will include the mutually agreed upon applications to be implemented or migrated on the UCS platform. The architectural design defines both physical and virtual configurations for the server, network and connectivity of storage systems, including third party systems and/or tools installed with or connected to the UCS platform. The architectural design will include planning for Customer's installation or migration for up to three (3) applications to be either installed or migrated onto the UCS platform.

- For non-virtualized environments:
Document the deployment of the selected operating system to the pilot architecture for up to eight (8) blade servers.
- For virtualized environments:
Document the deployment of virtualization software (Hypervisor) installed for up to eight (8) blade servers.
- Provide Deliverable: UCS Design Document.

Knowledge Transfer Workshop

A Knowledge Transfer Workshop, hosted for eight (8) to ten (10) Customer stakeholders, will be provided On Site for up to one (1) Business Day. This workshop will provide a transfer of information to Customer and will consist of presentations, whiteboard and design sessions on the UCS architecture, design, features and capabilities specific to Customer's environment.

Physical Installation and Configuration of UCS Hardware and Software

- Verify Customer's physical installation (racking and cabling) of the Cisco UCS Hardware and provide configuration of the associated Cisco UCS Software in the Customer's data center.
- Installation and configuration of the Cisco UCS Hardware includes:

- configuring Cisco UCS servers and installing the customer-supplied operating system or Hypervisor as applicable and indicated below;
- configuring the internal UCS network, servers, connectivity and presentation to storage systems using the UCS System Management console;
- validating that the installation and configuration passes initial start up tests.
- Based upon the UCS Design Document, Cisco will perform one (1) of the following options as selected by the Customer for either a virtualized or non-virtualized environment:
 - For non-virtualized environments: Cisco will prepare and install the Customer-supplied operating system (i.e. Microsoft Windows, Linux, etc.). Cisco will install a minimum of one (1) single operating system on up to eight (8) blade servers and configure them through the UCS System Management console.
 - For virtualized environments: Cisco will prepare and install the Customer-supplied virtualization software (Hypervisor). The installation of the host system may be performed on up to eight (8) blade servers with configuration using the Customer-supplied virtualization software management console.

Week Two: Installation/Migration Support and System Test Plan Development

Installation or Migration Support

Installation/migration support will be provided in the form of general advice and guidance for Customer's installation or migration of up to three (3) Customer-supplied applications, as documented in the UCS Design Document.

- Provide choice of support for either one (1) of the following:
 - Installation: support the Customer-led installation of up to three (3) applications onto the UCS platform; or,
 - Migration: advise and assist Customer's migration effort of up to three (3) Customer-supplied applications onto the UCS platform.

System Test Plan Development

The UCS System Test Plan will be developed, documented and provided to Customer. The UCS System Test Plan is created for the Customer's execution of the test plan; it is intended to validate system stability and readiness for a UCS production environment. The UCS System Test Plan defines the activities, schedule, environment and systems required for installation, configuration and testing on the UCS platform.

- Provide the UCS System Test Plan for the validation of key Unified Computing System features and functionality, consisting of:
 - up to five (5) application test cases to validate the UCS installation;
 - one (1) use case;

- up to a total of fifteen (15) application test cases to validate key Unified Computing System features and functionality.
- Provide Deliverable: UCS System Test Plan.

interviews, review meetings, or conference calls) per the services schedule.

Week One

- Work with Cisco to identify Customer specific objectives for its implementation of the UCS production environment.
- Ensure that all stakeholders participate in the Use Case and Knowledge Transfer Workshops.
- Work with Cisco to identify one (1) specific Use Case and Customer specific business objectives for UCS.
- Customer shall select the choice of one option for with the non-virtualized environment (operating system) or virtualized environment (virtualization software) during the design phase of the services and communicate its selection to Cisco.
- Prior to the start of Week One services, Customer is responsible for ensuring that the Customer environment is prepared (including electrical power and space availability) and that all required tools, hardware, software, and licenses are available to Cisco in order for Cisco to perform the Services. Including, but not limited to:
 - physical installation, cabling and power-up of the UCS Hardware;
 - provide a network connection for remote (VPN) access to the UCS as well as Internet access available for software downloads;
 - provide the required software and software licenses.
- Ensure Customer project team members participate in the architecture design development activities.
- Review the UCS Design Document with Cisco and provide feedback. It is expected that Customer will work with Cisco during one (1) review session and provide written feedback within one (1) Business Day so the Deliverable may be completed and released within two (2) Business Days. Review of the UCS Design Document shall be limited to one (1) review with Cisco.
- Customer will select and provide access to third party Physical to Virtual (P2V) or Virtual to Virtual (V2V) migration software tools to perform installation and migration services during Week Two.

Week Two

- Customer is responsible for the provision and installation of the Customer-supplied applications for the UCS platform for the Installation/Migration Support services. The applications must be Cisco supported software for UCS according to the current Hardware and Software Interoperability Matrix found at the following url: http://www.cisco.com/en/US/docs/unified_computing/ucs/interoperability/matrix/hw_sw_interop_matrix.pdf.
- Work with Cisco to define up to five (5) test cases for UCS system test on three (3) applications (for up to a potential total of fifteen (15) test cases that will be used to develop the UCS System Test Plan.
- Advise Cisco of the expected results/outcome of the defined tests and the definition of pass/fail criteria for the

Week Three: Production Readiness

System Test Plan Execution

The UCS System Test Plan will be executed by Customer with Cisco providing test case validation in order to validate system stability and readiness for production.

- Provide assistance for Customer's execution of the UCS System Test Plan.
- Assist Customer in validation of key Unified Computing System features and functionality as well as application functionality, stability, and availability in order to ensure expected results.
- Document the pass/fail results for all tests in the UCS System Test Plan.
- Document any defects, configuration errors or other system problems that result in failed test results.

Operations Run Book

An Operations Run Book will be developed and provided. The Operations Run Book describes the operational procedures required to manage and operate Customer's UCS platform. The Operations Run Book is a custom-developed document describing the Customer's installed UCS system including objectives for managing and operating the UCS platform.

- Provide Deliverable: Operations Run Book.

Executive Summary

An Executive Summary document will be developed and provided. The Executive Summary includes the Executive Brief, Use Case Summary, Architecture Diagram and UCS Design, and Unified Computing Synopsis.

- Provide Deliverable: Executive Summary.

Customer Responsibilities

Project Management

- Identify Customer's project sponsors and key stakeholders and define their roles in the participation of this Unified Computing System (UCS) project. Customer stakeholders may include management representatives, UCS system users, engineers and other technical personnel.
- Work with Cisco to schedule the kick-off meeting and communicate the services schedule to the Customer-identified project team members.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Participate in regularly scheduled project review meetings or conference calls.
- Ensure Customer project team members are available to participate during the course of the services to provide information and to participate in the scheduled information gathering sessions (such as

tests as defined and agreed upon in the UCS System Test Plan.

- Prior to the start of Week Three services, provide all test data and required UCS hardware and software configurations.

Week Three

- Perform execution of up to five (5) test cases defined in the UCS System Test Plan in order to validate the UCS installation.
- Review and validate system test results.
- Work with Cisco to document the system requirements, configurations and connection settings.
- Work with Cisco to document the operating system or virtualization software installed.
- Work with Cisco to document the applications installed.

General Responsibilities

- Designate a single point of contact, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.
- Customer will provide Cisco with such general assistance and access to Customer's sites and/or facilities as Cisco may require enabling Cisco to provide the Services and comply with the Cisco's responsibilities set forth herein.

Examples include but are not limited to:

- Provide reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
 - Provide proper security clearances and/or escorts as required to access the Site.
 - Schedule and provide the necessary Customer facilities (such as: conference rooms, projectors and conference bridges) for On Site meetings as required for the provision of the Services and per the project schedule.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.

Assumptions

Services and services pricing were based upon the following assumptions:

- Customer is responsible for determination of its requirements, and Customer shall retain overall

responsibility for any business process impact and any process change implementations.

- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein. Cisco shall not assume any cost liability as a result of Customer's failure to meet the responsibilities specified in this Service Description. Any additional costs incurred by Customer as a result of delays shall be the sole responsibility of the Customer.
- For services provided within European Union (EU), Customer's Site must meet at least the minimum EU-level of employee health and safety specifications.
- Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.
- Customer shall supply the workplace policies, conditions and environment in effect at Customer's Site.
- All information (designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for Customer's current environment.
- Installation of server operating system or Hypervisor software onto the UCS platform is limited to the Cisco supported software for UCS according to the current Hardware and Software Interoperability Matrix found at the following URL: http://www.cisco.com/en/US/docs/unified_computing/ucs/interoperability/matrix/hw_sw_interop_matrix.pdf
- All references to UCS System Management console implies Cisco's UCS B-series server platform.
- Customer is responsible for testing its own applications on the UCS platform, providing test tools specific to the environment being tested, as well as providing any specific applications for the testing.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provided written notification upon completion of the Services to Customer. Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description